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Vermont Aging & Disability Resource Connection

An initiative of the U.S. Department of Health and Human Services
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December 2007

Staying Connected Heather Johnson-Lamarche, ADRC Project Manager

The holidays are here, and the VT Aging & Disability Resource Connection is celebrating the launching of its first bi-monthly newsletter, designed to keep you connected.

We will use this newsletter to highlight key activities of the grant: progress in establishing partnerships across service networks, cross training, utilization of Refer and other resource databases, the formative evaluation, and community events, among others.

We invite you to suggest topics of interest, or share community events that you would like stakeholders to be aware of.



Please send suggestions for topics of interest and community events to Heather Johnson-Lamarche, ADRC Project Manager, Heather.Johnson-Lamarche@hughes.net or call at 802.879.1338.

ADRC Leadership Teams Take Off! Heather Johnson-Lamarche

Created to support core partner Executive Leadership buy-in for and ownership over how partnerships across aging, developmental disability, physical disabilities and 211 networks will evolve, Leadership Teams in the two pilot regions are meeting every 6 weeks to build the ever-important trust, understanding, and commitment necessary to build the ADRC model. The Teams initially met separately in both regions, but will begin meeting as one large Leadership Team after the new year focusing on the signing of MOUs,



“The teams recommended focusing the next phase of work on the development and implementation of a cross training curriculum for I,R&A staff “

Leadership Teams Con't

implementation of cross training, use of capacity-building resources, and sustainability-to name just a few. We are excited about this next phase of development, and look forward to sharing future progress in the newsletters to come. Membership includes the executive directors and delegated staff from the core partner agencies that are building formalized relationships across the primary service networks involved in the grant including: AAAs, VCIL, 211, Parent to Parent of VT, developmental service agencies, as well as DAIL and grant project staff.

The first meeting focused on “getting to know one another”, including a general overview of what each agency does, who it serves, etc., and laid out the plans for the teams going forward.

The second meeting focused specifically on the provision of information, referral and assistance (I,R&A). A series of guiding questions formalized the discussion, providing standard information about how each agency/network goes about the business of providing I,R&A to consumers. The Teams recommended focusing the next phase of work on the development and implementation of a cross training curriculum for I,R&A staff of the core partner agencies first, expanding to broader staff in the near future.

News from the Northeast Kingdom

- Lynn Goulding, Project Coordinator

The Northeast Kingdom Local Implementation Team (NEK LIT) met on September 25, 2007 at the Orleans and Essex VNA and Hospice. The meeting marked the 1 year anniversary of the first meeting of the NEK LIT and there was a discussion of what we had accomplished during the last year. As we looked ahead for the upcoming final year of this grant cycle, the team voted to meet quarterly, while the newly developed NEK Leadership Team would meet monthly. The dates of the 2008 NEK LIT Meetings are: January 22, 2008; April 22, 2008; July 22, 2008.

Northeast Kingdom News Con't

On October 30, 2007, the Area Agency on Aging for Northeastern Vermont (NEVAAA) held its annual meeting. Guest speaker was Governor Douglas, who, along with NEVAAA Board President Betty LeRoy, spoke of the ADRC and the participation of the NEVAAA in this pilot project for our region. Among Governor Douglas' many wonderful comments, he stated that "[NEVAAA] truly has been instrumental in assisting DAIL during implementation of this project [ADRC] and will serve as a cornerstone for the future of Vermont's I,R&A". The next year will further the development of streamlining access to long term care support for elderly and disabled consumers.

We will continue to honor the monthly tradition started at our NEK LIT Meetings of sharing community and organizational events of interest relevant to the ADRC populations we all serve. Please be sure to continue to send Lynn Goulding ADRC Project Coordinator for the NEK, activities for the upcoming months to share in this newsletter. lgoulding@nevaaa.org ; 802-748-5182; 481 Summer St. Suite 101, St. Johnsbury, VT 05819.

Other Northeast Kingdom Community News

Brain Injury Support Group. Ongoing. Meetings are held in Newport, at North Country Hospital 6:00-8:00 PM, on the Fourth Tuesday of the Month. Facilitator is Lisa Erwin-Davidson, SLP. Any questions you can call the BIA-VT Helpline 877-856-1772

Ongoing Support Groups and Classes for Children of Special Needs and their Parents. The Support Group is located in St. Johnsbury at 370 Railroad Street, 3rd floor. It is held 7:00 -8:30 PM, second Sunday of every month. Call 802-748-3400 for more information.

Cathy (Norton) Rossi, formerly the Director of NECKA Step One, has been appointed **Director of Homecare for Northeast Kingdom Homecare, Inc.** located at 100 Second Street in Newport, VT. Cathy is an experienced social services manager; she has a Masters Degree in Social Work from the University of Vermont.



"This agency truly has been instrumental in assisting DAIL during implementation of this project and will serve as a cornerstone for the future of Vermont's I/R/A."
- Gov. Douglas



NEK Support Groups for Children with Special Needs and their Parents Classes available. See schedule to the left.

Northeast Kingdom Community News Con't

NEKHC currently provides over 1,000 hours of in-home care every week and employs a total staff of about 45. Cathy will focus on continuing quality services to our clients and their families, and supporting our caregiving staff.

Director of Community Outreach for Northeast Kingdom Home Care, Inc., is Vi Hauver: 802-334-7604.



*“The Rural
Community
Transportation,
Inc. (RCT) Bus
Route in
Newport is
handicapped
accessible...”*



A reminder for those of the NEK who live in the Newport area: **The Rural Community Transportation, Inc., (RCT)** Bus Route in Newport is handicapped accessible and can deviate ¼ mile off the regular route. The bus runs on Saturday as well and is only 25 cents to ride. Sandy Thorpe is the Transit Coordinator for RCT, Inc. 802-748-8170

There are many trainings, conferences and other events offered in our area. If you want to be on a mailing list for the NEK-wide calendar produced by Nancy Simons, Agency of Human Services Field Services Specialist, please contact Nancy 802- 751-0465 or Nancy.Simons@ahs.state.vt.us.

News from the Champlain Valley

- Heather Johnson-Lamarche and Lynette Loges, Project Coordinator

As many of you may not know, **Lynette Loges** was hired in August 2007 as the new ADRC Project Coordinator for the Champlain Valley pilot site. Lynette replaces Joel Gluck from CVAA in this capacity. Lynette is a Senior Manager at HowardCenter and has extensive experience working with persons with developmental disabilities, supervising staff in the provision of services to clients under the DS System of Care, and facilitating groups from diverse perspectives. We are very fortunate to have Lynette on board!

Lynette facilitated her first Local Implementation Team meeting of the Champlain Valley in September at the VT Public Works conference room in Burlington. The Team discussed its role going forward and heard about the plans for the creation of Leadership Teams in the two regions to support core ADRC partnership development. The Team agreed to meet on a less frequent schedule and added a number of topic areas of interest to discuss in the future

Champlain Valley News Con't

including how we use language and terms across the various service networks such as family-centered, person-centered, self-directed, and consumer-directed.

The Team liked the idea of a newsletter to bridge important communication about the grant between meetings.

Joel Gluck, the former Project Coordinator for the Champlain Valley pilot site, is now functioning as the half-time Centralized Refer Database Manager. Joel brings extensive experience in the software world, and currently works as a half-time Refer Database and Website Manager for the Champlain Valley Agency on Aging in addition to this new role. We are very excited to have Joel working with the five AAAs to support the development of a standardized resource database for the 60 and over population. Joel is guiding the development of a standardized taxonomy of terms, and is assisting the other 4 AAAs in building their own local resource capacity.

Joel will feature a column in this newsletter (see article REFERENCE Desk Notes) to keep you abreast of developments in the Refer software world.

Putting A Face to Our ADRC Regional Partners: The Vermont 211 Program and Dixie Burns, Northeast Kingdom 2-1-1 Regional Resource Specialist

– Lynn Goulding, Project Coordinator

Dixie Burns, 2-1-1 Regional Resource Specialist for the Northeast Kingdom, has been an active member and advocate of the ADRC NEK Local Implementation Team from day one of the NEK Project. A retired foreign language school teacher and long time community outreach volunteer, Dixie's 30 years living and working in the NEK has given her a direct service view of the challenges and strengths in the human services delivery systems of the NEK. Talking with Dixie about her position with 2-1-1, it is evident of her passion and commitment to the role 2-1-1 has in streamlining access to health and human services for all Vermonters. When



"The Champlain Valley LIT would like to discuss how we use language and terms across the various service networks such as family-centered, person-centered, self-directed and consumer-directed."



Dixie Burns, 2-1-1 Regional Resource Specialist serving the Northeast Kingdom.



"She felt a natural transition to 2-1-1 in broadening her community outreach and a way to increase her ability to help others."



Our ADRC Regional Partners Con't

I asked Dixie why she chose 2-1-1 in the next step in her community activism after she retired from teaching, she told me she "felt a natural transition to 2-1-1 in broadening her community outreach and a way to increase her ability to help others".

VT 2-1-1 was launched in February 2005, and has steadily increased its call volume of information and referral services. Vermonters "dial 2-1-1 for help with a wide range of concerns and problems, such as health and disability issues, lack of affordable housing, legal problems, substance abuse, consumer complaints and family issues, as well as needs for contact information about human services in Vermont" (2-1-1 2006 Annual Report). There are 4, 2-1-1 Resource specialists in Vermont, each responsible for gathering resource data in their region and entering it into the 2-1-1 database.

In her role as NEK Regional Resource specialist, Dixie not only goes out into the community to collect accurate and current information on services offered in our area, (her territory covers Orleans, Essex, Caledonia and Northeastern Orange Counties), she also has to enter and maintain the information in the 2-1-1 resource database. This updated and current information is what the 2-1-1 call specialists will use when they give out information or make a referral to a 2-1-1 caller.

The ADRC Pilot Project has directly benefited from Dixie's advocacy and input as a NEK Local Implementation team member. I asked Dixie to share with me her thoughts on her involvement with both 2-1-1 and the ADRC project. Enthusiastically she replied:

I believe that Vermont 2-1-1 benefits everyone! No matter where you live, no matter what your background is, things happen in life and 2-1-1 is the go-to number for any Vermonter in need of help. Vermont's 2-1-1's statewide Information and Referral service not only re-establishes human conversation in an increasingly automated world between people who need help and people who give it, but our commitment to ADRC rests upon the belief that creation of conversations between helping agencies can only positively



“There is no doubt in my mind that VT 2-1-1, VT ADRC and our community have all benefited immensely from Dixie’s contributions and commitment to helping others.”

Our ADRC Regional Partners Con’t

impact the health of our communities. While the value of 2-1-1 is no longer in question, I believe that it’s full potential as a social utility and a community health tool can only be realized through the development of strong community partnerships with other health and human services agencies (Burns, D. November 15, 2007).

There is no doubt in my mind that VT 2-1-1, VT ADRC and our community have all benefited immensely from Dixie’s contributions and commitment to helping others.

Next newsletter in *Putting a Face to Our ADRC Regional Partners*, I interview Peggy Clowery, Information and Assistance Specialist from the Area Agency on Aging from Northeastern Vermont.

REFER-ence Desk Notes Joel Gluck, Centralized Refer Database Manager

I thought that I would use this first column to provide some information about the classification system that we use within Refer.

The five Area Agencies on Aging (AAAs), along with VT 2-1-1, use the AIRS (Alliance of Information & Referral Systems)/211 LA County Taxonomy of Human Services managed by 211 Los Angeles County, CA – with input from industry professionals around the world. A taxonomy is a classification system, that distinguishes concepts, names those concepts, and puts those concepts into a hierarchical order. Think of it as a Yellow Pages directory for human services. The Taxonomy of Human Services has ten service categories or branches (for example - Basic Needs, Consumer Services and Education) and one category for target terms (for example Age Groups, Occupations and Family Relationships). These categories are then broken down to as many as six levels of terms. Here is an example: (on next page)



*“Think of it as
a Yellow Pages
directory for
human
services.” -
Joel Gluck,
Refer Database
Manager*

REFER-ence Desk Notes Con’t

B Basic Needs

BD Food

BD-1800 Emergency Food

BD-1800.2000 Food Pantries

BD-1800.2000-620 Occasional Emergency Food Assistance

BD-1800.2000-640 Ongoing Emergency Food Assistance

Representatives from the AAAs are selecting taxonomy terms to use within the Refer Resource module in our databases. We are reviewing each “branch” of the taxonomy and determining which terms we will use to classify services so that there is consistency in the data as we move towards putting all of the data in one state-wide database for the AAAs. We have reviewed five of the branches at this time. In the above example, we chose to use the fourth level term – Food Pantries. So in our database the Chittenden Emergency Food Shelf and others like it would be classified using this term.

The Taxonomy is not part of Refer, you have to purchase a license for it from 211 LA, but it can be integrated with Refer instead of having to create your own taxonomy or directory. It has been approved by the Alliance of Information & Referral Systems (AIRS) and is used throughout the I&A community by both 211s and specialized I&A groups – like those focused on seniors or persons with disabilities.

Consumer Surveys-Making Them Work for All Populations

Lynette Loges, Project Coordinator

Lynette Loges, Project Coordinator for the Champlain Valley ADRC, attended a session of a local Home Base Literacy Group for adults with developmental disabilities on Thursday October 25th 2007. The Literacy group provides education and training



"The contributions from the Home Base Literacy Group to the development of the ADRC Consumer Satisfaction Survey were immense."

- Lynette Loges, Project Coordinator



Consumer Surveys Con't

tailored to practical life needs and is supported by instructor and Howard Center Developmental Services Communications Specialist, Pascal Cheng.

This group kindly extended an invitation and participant's time to help assess the ADRC Consumer Satisfaction Survey. Participant's of this group completed a draft of the survey and offered detailed suggestions about how to make the survey easy to understand and accessible to people with differing literacy abilities. Recommendations were particularly helpful with regard to rating scales, wording and use of symbols.

The contributions from the Home Base Literacy Group to the development of the ADRC Consumer Satisfaction Survey were immense. Thank- you to all who assisted with evaluation of the survey and to Pascal Cheng for his support. Lynette was appreciative of these efforts and looks forward to future opportunities to seek valuable input such as this from people directly accessing information, referral and assistance.

Additional information about Home Base Literacy Programs can be provided by Donald Wright at 862-5044.

ADRC National News—ADRC-TAE Website Revamped!

Heather Johnson-Lamarche

The [ADRC-TAE website](#) has been revamped and has a new look and feel. We encourage everyone to register and visit the [Technical Assistance Exchange Website](#) for the ADRC grant initiative, hosted and managed by The Lewin Group, the technical assistance contractor for the grant. This site provides key information about all 43 grantees, what is happening at the state level and nationally. Learn about how other states are implementing their grants, lessons learned and sample materials from other states such as marketing and outreach, training, sustainability, evaluation, and service networks involved.

We will feature a news item of national interest in our newsletter going forward. We hope you take a gander and learn from it!!

Community Events of Interest

Flu Shot Clinics

December 8, December 9, January 5

Visiting Nurses Association, Colchester

And In home flu immunizations

For information: Pat Wright, RN, 860-4496 or 865-5091

wright@vnacares.org

Grandparents Raising Their Children's Children

Every 3rd Tuesday, Wesley Methodist, Waterbury 6-8pm

Dinner and onsite childcare provided

Lively and Informative evening

Coordinated by the Central Vermont Community Partnership

Walk-ins welcome. Call Evelyn Sawyer at 476-1480 ext. 377 for info.

Autism Support Daily

Every 1st Monday of each month 7-9 pm

Support group open to parents of children with autism

at Parent to Parent of Vermont, 600 Blair Park Rd, Williston

Online message board also available

www.autismsupportdaily.com

Chittenden County SibShops

2nd Saturday every other month of Fall/Winter/Spring 10:00-1:00pm

Offers brothers and sisters of children with special needs the opportunity to meet other kids who know what it's like to have a sibling with a disability

at HowardCenter, Children Youth and Family Services

1138 Pine Street, McClure Gymnasium, Burlington

Contact Joanne at 764-5290 or 1-800-800-4005 x18

Contact Betty Morse at 524-6574 ext 212 for Franklin Co. information



*Next
Statewide
Planning
Council
Meeting will
be held in
March 2008.
Mark your
calendars!!*



Community Events Con't

Support Groups for Caregivers



Caregiver's Support Group, Hardwick

Second Thursday of the Month, 6:30 p.m.

Agency on Aging, Merchants Bank Building: Call Kathy at 229-0308 ext 306

Caregiver's Support Group, Lyndonville

Third Thursday of the Month, 10 – 11:30 a.m.

Methodist Church: Phone Riverside at 626-3900 for Info

Caregiver's Support Group, Newport

First Wednesday of the Month, 6 - 7:30 p.m.

The Meeting Place, 100 Second St.: Call Debra at 334-7604 to Confirm

Alzheimer/Caregiver Support Group, Newport

Last Tuesday of Month, 10 – 11 a.m.

Newport Health Care Center (334-3188)

Alzheimer's Support Group, St. Johnsbury

Last Monday of Each Month, 7 p.m.

Caledonia Home Health Care: Phone (748-8116)

Alzheimer's Support Group, Morrisville

Third Thursday of Each Month, 2 – 3:30 p.m.

Puffer United Methodist Church: Call Pat Thompson for Info

"The contributions from the Home Base Literacy Group to the development of the ADRC Consumer Satisfaction Survey were immense."

- Lynette Loges, Project Coordinator

Community Events of Interest Con't

Caregiver Respite Grants

“Giving the Family Caregiver Respite from the Challenges and Stresses of Caring for an Elderly Loved One”



“Email Connections” is part of the OK and AK Alzheimer’s Association Chapters’ effort to connect families ANYWHERE in the US”



We have two different respite grants for unpaid family or informal caregivers. These caregivers must provide in-home care for a frail elder or an individual who has a physician’s diagnosis of Alzheimer’s disease or a related dementia. The care recipient must live in Caledonia, Orleans or Essex County. You cannot receive a caregiver respite grant and Choices for Care services at the same time.

To Apply Call Area Agency on Aging for NE VT at 1-800-642-5119 or 748-5182

Alzheimer’s Association

“Email Connections” is part of the Oklahoma and Arkansas Chapter’s effort to connect families **Anywhere** in the United States who are dealing with young-onset (under age 65) Alzheimer’s Disease. They have established a data base of families and professionals who can share ideas and connect with each other. They have also developed a quarterly newsletter. Call 1-800-272-3900 for more information.

White Ribbon Campaign – Northeast Kingdom Chapter

A NEW VOICE IN THE KINGDOM

The White Ribbon Campaign of Vermont (WRCVT) and the Northeast Kingdom Chapter is an organization of Vermont men working to end men's violence against women. It relies on volunteer support and financial contributions from individuals and or-



Community Events Con't

over 50 countries. Our local WRC is an educational organization to encourage reflection and discussion that leads to personal and collective action among men. Throughout the year, we encourage men: to do educational work in schools, workplaces and communities, to support local women's groups and to raise money for the international educational efforts of the WRC. We meet at 6:00 PM on the first Thursday of each month at Northeastern Vermont Regional Hospital, and we welcome all men who share our belief that violence against women must and can be stopped.

Submitted by Dean Monteith, Community Coordination Council Coordinator.

*"The next meeting of the
NEK Local
Implementation
Team is January
22, 2008 at
Northeast
Kingdom Human
Services building
on Portland
Street, from 9:30-
11:00 AM.
Details and
agenda will be
sent out to NEK
LIT members
closer to meeting
date."*